

Department of Government Relations  
750 Canyon Dr., Ste 500 E  
Coppell, TX 75019  
(469)464-4772 phone  
(469)464-4021 fax



October 26, 2010

Dear Sir or Madam:

This letter is sent as part of our ongoing efforts to keep you apprised of developments affecting the cable television system serving your community. Along with regularly scheduled programming updates, please note the important rate adjustment information below.

Notifications of changes to programming in your community are printed in:

- The Dallas Morning News on the 1<sup>st</sup> and 3<sup>rd</sup> Monday of the month

As required, we are forwarding the most current information, via the enclosed list. Please note that networks listed in the notification may not be carried in all communities.

Beginning December 1, 2010, Time Warner Cable customers will experience varying price adjustments depending on their product package and channel lineup. Enclosed is the rate notice being given to customers in their November billing statements.

If you have any questions or concerns, please do not hesitate to reach me at [clemon.maddox@twcable.com](mailto:clemon.maddox@twcable.com) or 469-464-4846.

Sincerely,

A handwritten signature in black ink, appearing to read "Clem Maddox".

Clem Maddox, Director of Government Relations

*TWC LOGO*

*Dallas Morning News*

NOV 2 '10 AM 9:54

Time Warner Cable's agreements with programmers to carry their services routinely expire from time to time. We are usually able to obtain renewals or extensions of such agreements, and carriage of programming services is discontinued only in rare circumstances. The following agreements with programmers are due to expire soon, and we may be required to cease carriage of one or more of these services in the near future.

American Life  
BBC America  
BBC America On Demand  
Current TV  
E!  
Encore  
Encore Action  
Encore Drama  
Encore Love  
Encore Mystery  
Encore WAM  
Encore Westerns  
Fuse  
Golf Channel  
Golf Channel HD  
KDAF (CW)  
KDAF (CW) Digital (Excludes Greenville)  
KDAF (CW) HD  
KFWD (IND)  
La Familia Cosmovision  
Lifetime  
Lifetime Real Women  
Sprout  
Sprout On Demand  
Starz  
Starz Cinema  
Starz Comedy  
Starz Edge  
Starz HD  
Stars InBlack  
Starz Kids & Family  
Style  
WFAA (ABC)  
WFAA (ABC) HD  
WFAA (ABC) Digital  
WFAA (DT Express 8.2)  
WFAA (THIS TV)  
The Weather Channel  
The Weather Channel HD  
TruTV  
TXCN  
Zee TV

In addition, from time to time we make certain changes in the services that we offer in order to better serve our customers. The following changes are planned:

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## Service Pricing

Effective November 2010 • All prices exclude applicable franchise fees, regulatory fees and taxes

Areas served: Addison, Allen, Arlington, Bedford, Carrollton, Cedar Hill, Cockrell Hill, Colleyville, Commerce, Coppell, Dallas, Dalworthington Gardens, Desoto, Double Oak, Euless, Fairview, Farmers Branch, Farmersville, Flower Mound, Frisco, Garland, Grand Prairie, Grapevine, Greenville, Hebron, Highland Village, Hutchins, Irving, Lancaster, Las Colinas, Lewisville, McKinney, Mesquite, Murphy, Pantego, Parker, Plano, Princeton, Richardson, Rowlett, Sachse, Southfork, St. Paul, Stonebridge, Sunnyvale, The Colony, Valley Ranch, Wylie

Cable Services	Per Month
Basic Cable	\$19.99
Includes all local channels and local HD channels where available	
Standard Cable	\$51.99
A wide variety of your favorite channels including Basic Cable.	
Digital Cable	\$49.99
Over 250 digital channels including No Fee HD programming, HD On Demand, Movies On Demand, Free On Demand and 46 CD-quality, commercial-free digital music channels. A Digital Converter is required at an additional cost.	

Bundle Services	Per Month
All the Best	\$129.99
Includes Digital Home Phone Unlimited Nationwide, Road Runner Standard and Digital Cable. A Digital Converter is required at an additional cost.	
Surf 'N View	\$68.99
Includes Road Runner Standard and Digital Cable. A Digital Converter is required at an additional cost.	
Talk 'N View	\$68.99
Includes Digital Home Phone Unlimited Nationwide and Digital Cable. A Digital Converter is required at an additional cost.	
Surf 'N Talk	\$78.99
Includes Road Runner Standard and Digital Home Phone Unlimited Nationwide.	
El Paqueteazo	\$34.99
Includes Basic Cable, the Navigator Package, the Digital Cable English Plus Package and Más Canales Service. A Digital Converter is required at an additional cost.	
El Paqueteazo Duo	\$69.99
Includes Basic Cable, the Navigator Package, the Digital Cable English Plus Package, Más Canales Service and your choice of Road Runner Standard or Digital Phone Unlimited Nationwide. A Digital Converter is required at an additional cost.	
El Paqueteazo Triple	\$99.99
Includes Basic Cable, the Navigator Package, the Digital Cable English Plus Package, Más Canales Service, Road Runner Standard and Digital Phone Unlimited Nationwide. A Digital Converter is required at an additional cost.	

Additional Cable Services	Per Month
High Definition Tier	\$6.99
Time Warner Cable Sports Pass	\$6.99
HD/Sports Pass	\$11.99
Más Canales Tier	\$6.99
Spanish-language programming	
Digital Plus Tier	\$6.99
All Access TV	\$17.99
Digital Extra Tier	\$6.99
FOX Movie Channel and Fuse	
Playboy TV	\$19.99
TV Asia	\$14.99
Zee TV	\$14.99
Asian Package	\$19.99
Includes Zee TV and TV Asia	
Service Protection Plan	\$2.99

Premium Services	Per Month
HBO	\$14.99
Includes HBO On Demand and HBO HD where available	
Showtime	\$14.99
Includes Showtime On Demand and Showtime HD where available	
Starz	\$14.99
Includes Starz On Demand and Starz HD where available	
Cinemax	\$9.99
Includes Cinemax On Demand and Cinemax HD where available	
The Movie Channel	\$9.99
Includes TMC On Demand and TMC HD where available	
Double Feature Tier	\$24.99
Includes choice of two premium channels HBO, Showtime, Starz	
Movie Mogul Tier	\$39.99
Includes all premium channels	

Equipment Options	Per Month
Digital Converter & Remote - Each (Choice of Digital or HD)	\$6.99
DVR Converter & Remote - Each	\$6.99
DVR Service - Each	\$9.99
CableCARD (Each)	\$2.50

High-Speed Internet Service**	Per Month
Road Runner Lite - Up to 1.5 Mbps x 384 Kbps	\$29.99
Road Runner Basic - Up to 3 Mbps x 384 Kbps	\$39.99
Road Runner Standard - Up to 7 Mbps x 512 Kbps	\$44.99
Road Runner Turbo Add-On - Up to 15 Mbps x 2 Mbps	\$9.99
Wideband (with video or phone product)	\$99.99
Road Runner Extreme Add-On - Up to 30 Mbps x 5 Mbps	\$20.00
Wireless Home Networking	FREE

Digital Home Phone Service	Per Month
Digital Home Phone Unlimited Local	\$34.99
Unlimited local calling to your local calling area	
2nd Phone Line Digital Home Phone Unlimited Local	\$19.95
Digital Home Phone Unlimited Texas	\$39.99
Unlimited calling throughout Texas	
2nd Phone Line Digital Home Phone Unlimited Texas	\$29.95
Digital Home Phone Unlimited Nationwide	\$44.99
Unlimited calling throughout Texas, the U.S., Canada and Puerto Rico	
2nd Phone Line Digital Home Phone Unlimited Nationwide	\$39.95
International OnePrice®	\$19.95
Voice Mail	\$3.95
Local Directory Assistance (Per call)	\$1.79
Local Directory Assistance Call Completion (Per call)	\$1.79

Installation & Service Charges	Each
New Unwired Home	\$59.99
One Product Installation	\$39.99
Two Product Installation	\$29.99
Three Product Installation	\$9.99
Additional Outlet with Installation	\$19.99
Additional Outlet Separate Trip	\$39.99
Custom Wall Drop	\$49.99
Transfer Fee	\$19.99
Agent-Assisted PPV Order Fee	\$5.00
Agent-Assisted Front Counter Payment Fee	\$2.00
Agent-Assisted Phone Payment Fee	\$2.00
Reactivation Fee	\$3.00
Late Fee for Delinquent Accounts	\$7.00
Non-Sufficient Funds Fee	\$30.00
Hourly Service Charge	\$49.99
Damaged/Lost Remote Control (Each)	\$9.99
Collections Trip Charge	\$15.00
Wireless Home Networking (Up to 2 computers)	\$49.99
Additional Computers (Each)	\$14.99
Phone Activation Fee	\$19.99
Phone Number Change	\$25.00

timewarnercable.com  
972-PICK TWC (972-742-5892) or (866)341-5930  
Greenville/Commerce 903-455-0012

All channels and services may not be available in all areas. For residential customers and residential use only. You must subscribe to Basic Cable to receive other levels of video services. Digital Cable and lease of a Digital Converter are required on each TV receiving Digital Video Recorder Service, Premium Channels, Más Canales Tier, Time Warner Cable Movie Pass, Time Warner Cable Sports Pass and Pay-Per-View. Digital Converter required to receive Movies On Demand. HD television with built-in tuner and lease of an HD Converter required to receive programming in HD. Some services are not available to CableCARD customers. Prices and programming subject to change. Service prices shown are monthly and do not include equipment fees, installation fees, change of service charges, applicable sales tax, franchise fees, and FCC user fees. Some channels appear in analog format. Must be 18 years of age or older to order. Delinquent accounts will be restricted from ordering additional monthly and Pay-Per-View services. Subject to credit approval.

Actual speeds may vary. Not all Road Runner products and services are available to customers using Microsoft Windows Vista™ operating system. \*\*High-Speed Internet rates are applicable when purchased with either phone or video services. If High-Speed Internet Services are purchased on a stand-alone basis the individual product rate is \$4 higher. Windows Vista™ is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. ©2010 Time Warner Cable, Inc. All other corporate brands and logos are trademarks or registered trademarks of their own respective companies. TM & © Warner Bros. Entertainment Inc.

Digital Home Phone Unlimited Local is not available as a stand-alone service. Digital Home Phone does not include back-up power and, should there be a loss of electrical power, Digital Home Phone, including the ability to access 9-1-1 services, may not be available. Additional charges apply for calls to international locations (excluding Canada and Puerto Rico), Operator Services, Directory Assistance, taxes and fees. Digital Home Phone may not be available in all areas. A one-time \$19.99 Phone Activation charge will apply for new customers. International OnePrice is a registered trademark of Time Warner, Inc. TM & © Warner Bros. Entertainment, Inc. (S10)

ADD:

KXTX HD (Telemundo) Basic Service Channel 423\*

Primetime HD On Demand on VOD Channel 1\*

MOVE:

ESPN Classic from Digital Cable Channel 177 to Time Warner Cable Sports Pass and HD/Sports Tier Channel 177

DELETE:

None at this time

CHANGE:

None at this time

The new services listed below cannot be accessed on CableCARD-equipped Unidirectional Digital Cable Products purchased at retail without additional, two-way capable equipment.

None at this time

\* HD Television and HD set-top box required to receive HD service